

# Amaze your customers.

## Keep them coming back for more.

Your customers call the shots. They expect brilliant service, simple digital journeys, and the freedom to engage with your business on their own terms. And if you can't do that, they'll switch to a rival who can.

For multinational companies that's tough to do. Siloed legacy contact center solutions make it hard to connect people, processes, and information. So, it's difficult to get a 360° real-time view of customer interactions. And even harder to innovate and add agents and new channels. As a result, performance and customer satisfaction suffer. Overheads spiral. Loyalty wanes.

Unified Engagement Suite from Orange Business Services removes these barriers, giving your people the tools they need to work effectively and provide amazing customer experience (CX) when it matters most.



### **Empower agents:**

with the tools and real-time information they need to work more productively.

### **Connect better with customers:**

personalize service, manage relationships, and spot trends as they switch between channels.

### **Add communication channels:**

at pace without major investment, turning capacity on and off as needed.

### **Accelerate business growth:**

One service provider for all your international needs, removing the hassle, cost and delay of managing multiple providers.

### **Boost customer experience:**

exceeding SLAs and improving the metrics that matter.

### **Create a platform for innovation:**

paving the way for artificial intelligence, machine learning, bots, and other automation technologies.

### **Cut costs and only pay for what you need:**

per agent, per month.



**Business  
Services**



# Transform customer engagement, with one solution

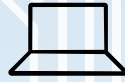
When you choose Unified Engagement Suite your business is in safe hands. Powered by Genesys PureCloud—the industry's #1 cloud CX platform—you get an all-in-one, omnichannel contact center and employee collaboration solution with advanced routing, real-time reporting and analytics, plus a simple unified desktop for managing voice, video, chat, mobile, and social interactions.



Analytics and Reporting



Collaboration Tools



Digital



Omnichannel Desktop



Outbound



System Integrations



Customer Self-Service



Workforce Optimization



Cloud Security

## Non-stop business innovation

### Global footprint

for fast, easy service center deployments around the globe

**3000+** customers: all sizes, sectors and locations

**400+** developers, so you don't need to hire an inhouse army

**New features** released weekly, enhancing capabilities with a simple refresh

## With you every step of the way

At Orange Business Services, we're expert in contact center integration and service management so you don't have to be. Combining our power as a global telecom operator and a large-scale IT service provider, we deliver solutions for your unique needs. Embracing cloud, cybersecurity, Internet of Things, unified communications, network infrastructure and customer experience platforms.

### Consulting:

Our consultants will work closely with you to assess your requirements and de-risk and accelerate your contact center strategy, along with other aspects like simplifying call collection and arranging voice and network connectivity.

### Implementation:

We provide a complete one-stop shop across multiple countries. Our certified specialists will be on-hand to customize applications and integrate Unified Engagement Suite with existing systems and provide in-depth training.

### Ongoing support:

Should you encounter any issues or want to perform changes you can count on our 24/7 global helpdesk to manage everything and get the problem sorted without affecting your CX.

# The Power of the Unified Engagement Suite

Moving from your old contact center to Unified Engagement Suite is painless. Go-live lead times come down from months to weeks. All your customer service staff need is a browser and internet connection. You only pay for the capacity you use with everything on one simple monthly bill. Making it easier to up and downscale resources as business needs change.



**Largest** pool of contact center experts to design, run, and manage your service  
**200** consultants **2,200** cloud experts **1,200** cyber defense specialists and  
**2,500** data intelligence experts available to support all stages of the project

World's largest network, ensuring availability, reliability and security in **220** countries

Voice coverage in **150+** countries to collect and route contacts wherever your customers are



Global service centers, combined with local care, to deliver multilingual follow-the-sun customer service

# Customer Success

Discover how our contact center solutions have helped transform CX for customers around the world.



## Travel

Top priorities for one of the world's largest privately-owned cruise companies included smoothing seasonal demand spikes and making it easier for consumers and travel agencies to book. Changing from on-premise solutions to a single PureCloud platform:

- **Enhanced contact center capabilities and productivity for around 500 agents spread across 12 sites**
- **Improved service with high availability, advanced voice quality, omnichannel tools, and robust service level agreements**
- **Created a single point of contact and escalation path for service management and change control**



## Manufacturing

With nearly 50 production facilities worldwide, this manufacturer wanted to take back control from outsourcers, digitize customer service, and accelerate time-to-value. Delivered as a global program, with PureCloud the business now benefits from:

- **8 contact centers, operating in 35 markets and 25 languages**
- **Customized scripts with Salesforce and Distributed Control System integration**
- **Being able to safely test and rapidly launch service upgrades**



## Retail

This luxury fashion house was looking to insource operations and move to a cloud contact center model for EMEA, improving experience for both B2C (direct customers) and B2B (stores and partners) audiences.

- **Customer care is more efficient and consistent throughout European countries**
- **Improved employee journey, with Active Directory and Skype for Business integration**
- **Ability to add new channels and expand to APAC and the Americas, quickly and cost effectively**

## Take the next steps

Transform your CX. Contact your Orange Business Services representative today. Or go to <https://www.orange-business.com/en>.



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Services**

